

AMENDMENTS TO THE CLAIMS

Please amend the claims as indicated hereafter (where underlining “_” denotes additions and strikethrough “-” denotes deletions).

Claims:

1. (Currently Amended) A method for dispatching work orders and receiving status information concerning such orders via a communications network adapted to communicate short message service ("SMS") messages, the method comprising:

coupling a communication device to a dispatch computer, wherein the communication device is adapted to send and receive messages in a SMS format, and wherein the message includes status-type information;

~~formatting a dispatch order into at least one SMS message;~~

determining the length of the dispatch order and, based upon the

determined length, formulating the dispatch order into one SMS message or multiple, related SMS messages;

reformatting the ~~at least one~~ or multiple SMS ~~message~~ messages into at least one Internet packet; and

forwarding the at least one Internet packet over the communications network to a selected communication device or a group of communication devices.

2. (Previously Presented) A method according to claim 1:
 - in which the selected communication device is provided with a response to the dispatch order;
 - formulating at least a portion of the response into a reply SMS message; and
 - forwarding from the selected communication device the reply SMS message containing the response to the communication device, wherein the communication device provides at least a portion of the reply SMS message to the dispatch computer for storage or display.
3. (Original) A method according to claim 2 in which the response comprises status information describing the status of the dispatch order.
4. (Currently Amended) A method according to claim 1 further comprising programming the dispatch computer to:
 - allow creation of a new dispatch order;
 - ~~determine the length of the new dispatch order and, based upon the determined length, formulate the new dispatch order into one SMS message or multiple, related SMS messages;~~
 - update a database associated with the dispatch computer that stores each dispatch order and information concerning the status of each dispatch order; and
 - transmit upon command from the dispatch operator the one or multiple SMS message(s).

5. (Previously Presented) A method according to claim 4 further comprising
- displaying on the dispatch computer pending dispatch orders; and
 - updating the database upon the receipt of a reply SMS message from a selected service technician concerning the dispatch order being addressed by the service technician.
6. (Currently Amended) A method for dispatching orders to service technicians remotely and receiving responsive information from such technicians concerning the orders via at least one wireless network adapted to transmit short messaging service ("SMS") messages to allow communication among a central processor and service technicians without making a wireless telephone call, the method comprising:
- providing each service technician with a processor and a transceiver adapted to communicate via SMS messages;
 - periodically causing the central processor to determine the length of a dispatch order and, based upon the determined length, formulating the dispatch order into one SMS message or multiple, related SMS messages ~~formulate a short message to~~ for a selected service technician processor that provides that service technician a the dispatch order, wherein the one or multiple SMS messages ~~short message~~ includes status-type information;
 - transmitting the one or multiple messages over the wireless network via a short messaging center coupled to a mobile switching center within the wireless network;
 - reformatting the one or multiple messages into at least one Internet packet; and
 - transmitting the one or multiple messages over an IP network.

7. (Original) A method according to claim 6 further comprising receiving from the selected service technician a response message indicating the status of the order.

8. (Original) A method according to claim 7 further comprising receiving and storing response messages from multiple service technicians, in which each response message indicates the status of a dispatch order being fulfilled by the respective service technician.

9. (Currently Amended) A method for managing dispatch applications in order to deliver messages from or to each of multiple service technicians deployed over a geographically-dispersed area, the method comprising:

programming the dispatch computer to determine the length of a dispatch

order and, based upon the determined length, formulate the

dispatch order into one message or multiple, related messages;

formulating at a central processor a the one or multiple messages to at

least one of the service technicians for wireless transmission

according to a preselected format, wherein the message includes status-type information;

transmitting the one or multiple messages to a network element for identifying that message;

reformatting the one or multiple messages to an Internet protocol; and

transferring the one or multiple messages from the network element to a

communication device associated with the selected service

technician, wherein the communication device is adapted to cause

the one or multiple messages to be displayed to the service

technician and is capable of forwarding from the service technician

a reply message concerning the status of a dispatch order.

10. (Original) A method according to claim 9 in which the preselected format is SMS and the network element is a short messaging center ("SMSC").
11. (Original) A method according to claim 9 in which the preselected format is GPRS and the network element is a base station control determines that the message is a GPRS data transmission and routes the message to a second network element comprising a support node.
12. (Original) A method according to any of claims 9 through 11 in which the central processor receives multiple messages from the service technicians.
13. (Original) A method according to claim 12 in which the central processor receives messages and places the received messages into a database comprising various fields describing dispatch orders and their status.
14. (Original) A method according to claim 12 in which the central processor provides default fields to a dispatch operator for formulating a dispatch work order.
15. (Original) A method according to claim 14 in which the dispatch work order is formulated into at least one SMS message by the central processor, which thereafter forwards at least one SMS message for delivery to the selected service technician.
16. (Original) A method according to claim 14 in which the central processor updates the database of dispatch orders to indicate the status of the dispatch orders or to remove the dispatch orders from the database upon command from the dispatch operator.

17. (Currently Amended) A method for managing dispatch applications in order to deliver messages from or to each of multiple service technicians deployed over a geographically-dispersed area, the method comprising:
formulating at a central processor a messages to at least one of the service technicians for wireless transmission according to a preselected format, wherein the message includes status-type information;
transmitting the messages to a network element for identifying that message;
reformatting the messages to an Internet protocol; and
transferring the messages from the network element to a communication device associated with the selected service technician, wherein the communication device is adapted to cause the messages to be displayed to the service technician and is capable of forwarding from the service technician a reply message concerning the status of a dispatch order;

~~A method according to claim 9, further comprising:~~

coupling a dispatch communication device to a dispatch computer,
wherein the communication device is adapted to send and receive messages in the preselected format;
receiving a reply message from the communication device associated with the selected technician including a response to the dispatch order;
programming the dispatch computer to:
allow creation of a new dispatch order;
determine the length of the new dispatch order and, based upon the determined length, formulate the new dispatch order into one message or multiple, related messages;

update a database associated with the dispatch computer that stores each dispatch order and information concerning the status of each dispatch order; and

transmit upon command from the dispatch operator the one or multiple message(s);

displaying on the dispatch computer pending dispatch orders;

updating the database upon the receipt of a reply message from the selected service technician concerning the dispatch order being addressed by the service technician;

providing the selected service technician with a selected communication device with a processor and a transceiver adapted to communicate via the preselected format;

transmitting the message over an IP network; and

transmitting the message to a network element for identifying that message;

wherein the preselected format is one of the group consisting of SMS and GPRS;

wherein if the processor determines that the message is in GPRS format, it routes the message to a second network element comprising a support node;

wherein the communication device provides at least a portion of the reply message to the dispatch computer for storage or display;

wherein the response comprises status information describing the status of the dispatch order;

wherein the central processor receives multiple messages from the service technicians;

wherein the central processor provides default fields to a dispatch operator for formulating a dispatch work order; and

wherein the central processor updates the database of dispatch orders to indicate the status of the dispatch orders or to remove the dispatch

orders from the database upon command from the dispatch operator.

18. (New) A method for dispatching work orders and receiving status information concerning such orders via a communications network adapted to communicate short message service ("SMS") messages, the method comprising:
- coupling a communication device to a dispatch computer, wherein the communication device is adapted to send and receive messages in a SMS format, and wherein the message includes status-type information;
 - formatting a dispatch order into at least one SMS message;
 - reformatting the at least one SMS message into at least one Internet packet;
 - programming the dispatch computer to:
 - allow creation of a new dispatch order;
 - determine the length of the new dispatch order and, based upon the determined length, formulate the new dispatch order into one SMS message or multiple, related SMS messages;
 - update a database associated with the dispatch computer that stores each dispatch order and information concerning the status of each dispatch order; and
 - transmit upon command from the dispatch operator the one or multiple SMS message(s); and
 - forwarding the at least one Internet packet over the communications network to a selected communication device or a group of communication devices.